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From: sandra_castro-nguyen@non.agilent.com
Sent: Friday, April 06, 2012 4:38 PM
To: jruiz@govsci.com
Cc: Hanchett, James (DPH)
Subject: RE: Pump Return SO 700149571

Thank you, Jeannie.

I have sent the zrec information to James. When the item is returned, it will be credited to your account and you can help James from there.

If I can be of any further assistance to either of you, please do not hesitate to contact me.

Kindest regards,
Sandra

Sandra Castro-Nguyen
Customer Service Representative
Agilent Technologies
800-227-9770
302-993-5546

A Non-Agilent Employee



<http://www.chem.agilent.com/en-US/Products/columns-supplies/pages/gp54799.aspx>

www.agilent.com/chem/CrossLab

From: Jeannie Ruiz [<mailto:jruiz@govsci.com>]
Sent: Friday, April 06, 2012 1:01 PM
To: CASTRO-NGUYEN,SANDRA (Non-A-SantaClara,ex1)
Cc: james.hanchett@state.ma.us
Subject: RE: Pump Return Question

The quote number you gave us is 1889318 the PO # 1220551. Let me know if you need anything else.

Jeannie Ruiz
Sales Account Manager
Government Scientific Source
12351 Sunrise Valley Drive
Reston, VA. 20191
Tele: 703-734-1805

Fax: 703-734-1803

-----Original Message-----

From: sandra_castro-nguyen@non.agilent.com [mailto:sandra_castro-nguyen@non.agilent.com]

Sent: Friday, April 06, 2012 3:52 PM

To: Jeannie Ruiz

Cc: james.hanchett@state.ma.us

Subject: FW: Pump Return Question

Hi Jeannie,

I have received the information below from James Hanchett. It appears he needs a zrec. Could you please advise what the Agilent order number was for the order information referenced below?

If you have any questions, please do not hesitate to contact me.

Kindest regards,
Sandra

Sandra Castro-Nguyen
Customer Service Representative
Agilent Technologies
800-227-9770
302-993-5546

A Non-Agilent Employee



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www.agilent.com/chem/CrossLab

From: Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]

Sent: Friday, April 06, 2012 8:22 AM

To: CASTRO-NGUYEN,SANDRA (Non-A-SantaClara,ex1)

Subject: RE: Pump Return Question

Packing slip Info:

Shipment # 774679
Customer ID 731002130
Order # S4863545
GovSci Sales Person Jeanie Ruiz

I guess what I need is a shipping label so I can ship the old pump back to you. Then I will work it out with GovSci about credit. Sorry for the confusion this 2nd party purchasing is insane.

Jim

From: sandra_castro-nguyen@non.agilent.com [mailto:sandra_castro-nguyen@non.agilent.com]
Sent: Friday, April 06, 2012 11:15 AM
To: Hanchett, James (DPH)
Subject: RE: Pump Return Question

Jim,

Do you have the original order number from Agilent to Government Scientific? I would need that number in order to do the zrec,i.e. return request. Since Government Scientific made the purchase, the zrec would go through them. You might want to check with them regarding their procedure for returning for credit.

Please do not hesitate to contact me if I can be of any further assistance.

Kindest regards,
Sandra

From: Hanchett, James (DPH) [<mailto:james.hanchett@state.ma.us>]
Sent: Friday, April 06, 2012 6:25 AM
To: CASTRO-NGUYEN,SANDRA (Non-A-SantaClara,ex1)
Subject: Pump Return Question

Hi Sandra,

I spoke with you about a vacuum pump (G3170-80025) purchase on 3/15 and received quote # 1187610, because of State purchasing rules I could not order pump directly from Agilent. I used an outside party and purchased through Government Scientific PO # 1220551. How can I return old Agilent pump to you for the \$701.00 credit to?

Jim Hanchett
Amherst Drug Lab
Room N251 Morrill I
637 North Pleasant Street
Amherst, MA 01003
Phone 413-545-2607
Fax 413-545-2608
Cell 413-459-3023

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